Fast Facts

- ✓ Centralized email supporting over 17,000 users and another federated 7,000 users

- ✓ 106,860 internal and 22,720 external outbound messages a day

- ✓ 123,240 internal and 70,770 external inbound messages a day

- ✓ Nearly 3,800 calls per month through a centralized service desk

- ✓ Development and management of over 100 essential applications within the City

- ✓ Support of over 5,500 desktop and laptops

- ✓ Wide area network connecting over 450 sites across the city including, Library, Police, Fire and Public Works Departments

- ✓ Support of several physical and virtual servers across several data centers

- ✓ Over 17,000 phones (VoIP, regular and conference phones)

- ✓ 152 call centers including 911, 311, and other emergency services

- ✓ Over 13,000 subscriber radios for emergency services

- ✓ 52 tower sites

- ✓ 93 Fire Stations with Fire Station alerting

- ✓ 21 inner-local agreements providing service to external agencies

- ✓ Total call volume handled by Houston Emergency Center: 3,004,603

- ✓ Average number of events received per year: approximately 1,977,186 Police and Fire events entered in Computer-Aided Dispatch (CAD) in Fiscal Year 2013

- ✓ Average number of events we dispatch on per year: 1,697,789 events dispatched